Oracle® Hospitality Reporting and Analytics (mymicros.net)

User Manual
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ORACLE

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Preface

This guide describes how to use Reporting and Analytics (mymicros.net) features and functionality. The content in this guide reflect the content the articles originally published on the MICROS Members or Wiki pages. It has the MICROS branding associated with the product for that release.

Audience

This document is intended for administrators and end users of the MICROS Enterprise Back Office Suite Reporting and Analytics (mymicros.net) module.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at http://docs.oracle.com

Revision History

Date	Description of Change
May 29, 2015	• Initial publication.

1 Records

Understanding the Import Export Maintenance portlet

The mymicros.net Enterprise Information Portal collects transactional information every 15 minutes and daily information including time and labor activity each night after the end-of-day. Once mymicros.net has received the information, a user may choose to export it using the Import Export Maintenance portlet. After initiating an export a file is created on the server, and depending upon the configured delivery preference, it can be sent to either a sFTP site or e-mailed as an attachment.

The following table describes the standard export record types:

Table 1 - Standard Export Record Types

Record Name	Record Type
General Ledger	GLID
Summary	SUM
Discount	DSC
Service Charge	SVC
Tender	TND
Tax	TAX
Order Type	OT
Paid In/Paid Out	PIO
Menu Item Sales	MI
Menu Item Prices	MNPR
Check Detail/Total	CDTL / CHDR
Financial Forms Details/ Ledgers	FFD / FFL
Payroll	PAY / PAYID
Cash Management	CASH

Performing an Export

1. Navigate to mymicros.net, select **Admin**, and then select **Import Export Maintenance**.
2. Select the relevant export.
3. Select the **Start Date** and the **End Date** to run the export.
4. Select the **Location** to run the export.
5. Click **Execute**.
6. Click **Run Export** if the information presented in the confirmation message is accurate.
7. Click **Cancel** if you want to make changes or cancel the export.

2 Reports

Understanding Net Sales

You can exclude the sales total of selected menu items from Net Sales total of daily totals and fixed period totals.

Excluding Sales Totals of Selected Menu Items

1. Navigate to mymicros.net, select **Admin**, select **Warehouse**, select **Master Items**, and then select **Menu Item Master**.
2. Select a Family Group, Major Group, or Category.
3. Click **View Menu Items**.
4. Select a menu item and click **Edit**.
5. Select **Suppress From Net Sales**, and click **Save**.

3 Schedules

Approving or Rejecting a Schedule

1. In mymicros.net, select **Scheduling**, and then select **Schedule Approval/Rejection**.
2. Select a **Date**.
3. Select PENDING as the **Status** and click **Display**.
4. To edit a schedule:
   a. Click **Basic** to open the schedule in the basic editor. You can only select the basic editor if you are using Mozilla Firefox.
   b. Click **Advance** to open the schedule in the advanced editor.
5. You can change the status to approve or reject the schedule.

4 System Administration

Authentication

Understanding User Password Policy

You must adhere to the following guidelines when creating user passwords:

- The password must be at least 8 characters long
- The password must contain both letter(s) and number(s). It can contain the following special characters:
  ! " # $ % & ' ( ) * + , - . / : ; < = > ? @ [\ ] ^ _ ` { | } ~
- You may not choose a password equal to the last 4 passwords used

Understanding Max Login Attempts

The Max Login Attempts field defines the number of tries users can:

- Enter an invalid password when logging in before being locked out.
- Enter invalid information when attempting to unlock their account before being locked out.

The lowest Max Login Attempts count you can configure is three and the highest count is six.

If a user fails all attempts, the user is locked out. In which case, the system administrator must be contacted to unlock the account.

Understanding the Lockout Policy

The Lockout Policy defines what should happen when the Max Login Attempts expires. You can set the policy to either of the following:

- **Lockout for 30 Minutes**: Locks out the user for 30 minutes before allowing the user to reattempt to log in.
- **Contact Sys Admin**: Shows a message informing users to contact their system administrator.

Understanding Self Service User Account Lockout Handling

Self Service User Account Lockout Handling provides you the ability to allow users to self-unlock their mymicros.net accounts if their accounts are suspended due to lack of activity. When enabled, users can unlock their accounts from their desktops and mobile devices.

Using the Logon Report, you can see which users have unlocked their accounts and when it took place.

When a user tries to log in after 90 days:

1. The user is taken to the Unlock Account page and prompted to enter the e-mail address associated with the account and to answer the security question configured when creating the mymicros.net account.
2. If the user provides the correct information, a URL containing a temporary generated token is sent to the e-mail account of the user.

3. The URL takes users back to the portal where the security question is asked once again.
4. If the user answers correctly, the user is allowed to change the password and in turn unlock the account.

Enabling Self Service User Lockout

1. Navigate to mymicros.net | Admin | Warehouse | Miscellaneous | Enterprise options.
2. Select **Self Service User Lockout Policy** and click **Save**.

Understanding Mobile Password Administration

You can manage your account password from the mymicros.net mobile site. This enables you to perform the following activities from your mobile device:

- Reset your forgotten password.
- Change your expired password.
- Self-unlock your account, if Self Service User account Lockout Handling is enabled.

Understanding the Sys Admin Email Address

Sys Admin Email Address is a field where you can define the e-mail address of your system administrator. When defined, error messages that normally refer users to contact the system administrator refer users to the e-mail address of the administrator of your organization.

Configuring the Sys Admin Email Address

1. Navigate to mymicros.net | Admin | Warehouse | Miscellaneous | Enterprise Options.
2. Enter the **Sys Admin Email Address** and click **Save**.

User Experience

Understanding Survey Links

Help Improve mymicros.net is a link that takes users to an external survey site that enables users to share their user experience and feedback on mymicros.net products, features, and services.

The surveys are customizable for each organization and the hosting administrators configure the URL.

Configuring Survey Links

1. Navigate to Admin | Production Management | Misc. Configuration tab.
2. Select one or more organizations that should see the survey.
   Select **MICROS** if you want to add the survey link for all the organizations.
3. Enter the URL, click **Save**, and then click **OK**. You can clear the URL to remove the survey link.